





340053

RECEIVED

OCT 12 2007

Risk Management

## CUSTOMER INCIDENT REPORT

FORM TO BE COMPLETED BY CUSTOMER ONLY.  
THEY MAY COMPLETE IT ON THE SPOT, OR TAKE IT WITH THEM  
AND MAIL IT TO THE ADDRESS AT THE BOTTOM OF THE FORM

NAME OF CUSTOMER OR INJURED PARTY	FIRST <b>RONG</b>	INITIAL	LAST <b>DING</b>
HOME ADDRESS	STREET NO. <b>90 PITT. ST #2C</b>	CITY <b>New York</b>	STATE <b>NY</b> ZIP <b>10002 212 226 7672</b> TELEPHONE #
SOCIAL SECURITY NO.	SEX <b>FEMALE</b>	DOB <b>Jun 26 1930</b>	OFFICE TELEPHONE #
DATE AND TIME OF INCIDENT <b>Jun 13 8:30 - 9:00 PM</b>		DESCRIBE THE EXACT LOCATION OF INCIDENT <b>Left humerus</b>	
FLIGHT # <b>CO 99Y CO*ABHRIS</b>	FROM: <b>New York</b>	TO: <b>Hong Kong</b>	A.M. P.M.
WAS EMERGENCY TREATMENT OFFERED? Y/N IF YES, WHO PROVIDED TREATMENT?		WAS IT ACCEPTED? Y/N IF NO, WHY NOT?	
<b>No The captain told us there is no doctor on the airplane</b>			
DESCRIBE THE INCIDENT IN DETAIL: <b>On Jun 12, 2007 Ms Ding Rong took flight CO 99Y from New York to Hong Kong. About 50 minutes before arriving Hong Kong, Ms Ding went to Rest Room of the airplane. Suddenly the airplane encountered the turbulence and jolted Ms Ding fell down to the ground and injured her left arm, the (air hostess) helped Ms Ding back to the seat. As soon as the airplane arrived Hong Kong after 46 minutes, Ms Ding was sent to Princess Margaret hospital by ambulance. Under the approve of the doctor of Margaret hospital, Ms Ding transferred to the Guangzhou Red Cross hospital on Jun 15 9:00 AM and discharged from there on Jun 29 12:00 AM.</b>			
DESCRIBE INJURY: <b>1. Left humerus fracture and Radial nerve injured 2. Hypertension</b>			
WITNESSES (PRINT): NAME <b>ShuJiLiang (son of MS DING/RONG)</b>	ADDRESS <b>90 PITT. ST #2C New York</b>	TELEPHONE # <b>212 226 7672 (191 7293 7819)</b>	
SIGNATURE: <b>Mr. Liang / Shuji Li</b> DATE: <b>04 July 2007</b>			

INFLT 24 (4/99)  
00-0703-3-1299

MAIL TOP (WHITE) COPY TO:

CONTINENTAL AIRLINES  
RISK MANAGEMENT DEPARTMENT - HQSRK  
P.O. BOX 4607  
HOUSTON, TX 77210-4607

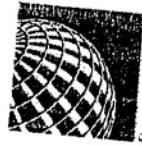
FEMALE CO ORIENTAL INFLIGHT THAT SPOKE MANDARIN

From Shirley Danku 186669

DAG

PAGE 02.

# Continental Airlines



To

Gladys Trizarry

RE: CFR

During the phase of flight this occurred, I was busy doing Fsm duties regarding Landing Preparation. I wasn't informed of the incident until we were in final approach. Not sure which F/A was doing the final walk through seat-back-traytable-seat belt confirm. This is when the pax told the F/A about his mother's fall.

F/A said she took the Lady to return to her seat earlier in the flight. Seat belt sign was on. It was moderate to rough turbulence. Pax Rong Di insisted she was going to use the Lav. This is apparently when she fell.

The Captain had told us to take our jumpseas for Landing when all of this was brought to my attention. Paramedics met the flight as I broke through the sterile light and informed flight deck. The station ...

D.M.

**Continental Airlines****FAX**

**TO:** Gladys Trizarry  
EWR INFLIGHT

**FAX:** (973) 681-1892

**DATE:** 09/26/2007

**FROM:** LYNN BABB  
RISK MANAGEMENT  
713-324-5661-FAX  
(888) 870-8481 Ext:-PHONE

**PAGES:** 1 INCLUDING COVER SHEET

**RE:** PAX-RONG DING  
EWR/HKG  
DOL-6/12/2007  
FLT#99

The pax is alleging that she dislocated her elbow when she fell due to turbulence. Did anyone witness this? Was there turbulence? Was it bad? Was the seat belt light on? Did anyone see the injury?

**PLEASE HAVE THE FOLLOWING F/A'S PROVIDE ME WITH A STATEMENT CONCERNING THIS ALLEGED INCIDENT.**

Zhang, Hai Yang (F7117) - PL

Castle, Jean (0991K)

-PL Wong-Low, Dorothy (0980H)

-J. FRANK

Rapchak, Lynne (10949) - SA

Kwong, Rachel (F6887)

-PL Driskell, Teri (0922C)

- J. FRANK

Cheatham, Vanessa (0618N) - DM

Wong, Wai Ming (E8158)

-PL Danku, Shirley (98669) - DM

**PLEASE FAX A WRITTEN STATEMENT AND INCLUDE THE PASSENGER'S NAME ON EACH STATEMENT. IF THERE IS AN INFLIGHT REPORT ON THIS PASSENGER'S INCIDENT, PLEASE FAX THE REPORT. IT IS IMPERATIVE THAT ALL F/A'S RESPOND IN A TIMELY MANNER EVEN IF THEY REMEMBER NOTHING.**

**JUST FACTS, NO PERSONAL COMMENTS. PLEASE - IF YOU HAVE QUESTIONS OR WISH TO DISCUSS THE INCIDENT PLEASE CALL Lynn Babb At (888) 870-8481 Ext:**

Please make a thorough search of and retain all original documents, files, notes, and e-mails, whether in electronic or hard copy format. You must also put a hold on any normal destruction of such documents, files, notes, and e-mails under Continental's Record Retention Policy, or elsewhere in your normal file deletion practices, until further notice.

I remember a <sup>Chinese</sup> lady being met in HKG by medical personnel. It was a turbulent flight. F/A's asked paxs to be seated many, many times!!! some paxs persisted to stand up!!! walk around, etc... go to bathroom, etc... F/A #0980H  
Dorothy M Wong - low